

# NEVADA LIBRARY Q&A/CHECK-IN

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*10 am, Tuesday, July 14, 2020*

with Tammy Westergard,

Nevada State Library, Archives & Public Records Administrator

# Tuesday @ 10 - Intentions



to promote unity,  
fraternity, and help  
build resilience



to debrief and share



to assist in the response  
phase and start the  
recovery phase.



to learn and be better  
prepared

# Agenda

01

10 Minute  
Wellness/Q&A:  
Session 2

02

Legislative  
Session Updates

03

Check-in

# July speaker: Peggy Wynne Borgman

As a management consultant and hospitality expert, Peggy Wynne Borgman trained management professionals for some of the world's top hospitality brands, including Four Seasons and Ritz Carlton hotels. The founder and CEO of her own Preston Wynne luxury day spas in the Bay Area, with over 50 employees, she refined an approach to customer care that won her company numerous accolades over three decades of operations.

After exiting the spa industry in 2014, she moved to Nevada, where she launched a long-dreamed-of business as a writer, editor, creative strategist and book coach. She is author of two books, *Four Seasons of Inner and Outer Beauty*, a holistic self-care guide published by Random House, and the 2019 popular fiction title, *Windfall*. She coaches authors of prescriptive non-fiction, teaching memoirs and popular fiction books. She also serves as a visual facilitator during Strategic Storytelling sessions for marketing firms.



Peggy Wynne Borgman  
[www.coldspringscreative.com](http://www.coldspringscreative.com)

# SESSION 2: Fundamentals of World Class Service\*

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Presented by Peggy Wynne Borgman

Coldsprings Creative

# Upcoming Presenters



## August

*Helping patrons deal with job loss, building new skills, re-directing mindsets*

**Grant Clowers**, LCSW, Psychotherapist, Carson Tahoe Hospital Behavioral Health Services



## September

*Helping students deal with going back to school and new models of learning*

**Lisa Keating**, PhD, Clinical Psychologist, Sierra Psychological Associates, LLC



# Legislative Session Update

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July 14, 2020



# CHECK-IN

*Comments, concerns, observations?*



# Nevada State Library Covid-19 toolkit



10 Minute Wellness webinars and  
resources posted here



<https://nsla.nv.gov/COVID19>

# Library Planning & Development Team

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# VIRTUAL COFFEE BREAK

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An informal, after-meeting chat opportunity